	16 May 2016 (Monday)			
Sessions	Concurrent Session - Paper Presentation I			
Time		11:30-13:00		
Venue	Function Room 7	TH303	TH304	
	Glo1653 Job burnout and work engagement in selected casual dining restaurants in NCR: A correlation Daryl Ace V. Cornell	Glo1712 The Effects of Revisiting Intention of Five-star Hotel Customers in Macau Ching Ching Fang, Huijun Yang and Ko Chiang Cheng	Glo1664 Asymmetric tourist responses to own- and cross-price changes: Evidence from US tourism demand for the UK, France, and Italy	
	Glo1657	Glo1750	Glo1708	
	Examining the Impacts of Information Overload and Consumer Confusion on Communication and Decision-Making in the Travel Industry	Modelling the travel decision: City trip, cultural trip or both?	Tourism and Economic Growth linkage in Mainland China: Evidence Based on Mixed Frequency Granger Causality Test	
	Ivan Wen, Henry Tsai and Billy Bai	Martin Falk and Tally Katz-Gerro	Han Liu and Haiyan Song	
	Glo1661 Road to Decision: Online Customer's Behaviour in making Hotel Resrvation in Bali	Apf1667 A Study on Geotourist of Using Augmented Reality Guidance Though Brand Experience Model	Glo1737 The causal effect of increases in tourism taxes and VAT on international overnight stays in European cities	
	Putu Diah Sastri Pitanatri and I Gusti Putu Ngurah Budiasa	Guan-Jie Lan and Yueh-Chun Shih	Martin Falk and Yang Yang	
	Apf1673 Is Hotel Employees' Emotional Intelligence and Cultural Intelligence associated with guest satisfaction? An Exploratory study on hotel guests' perception Rachel Chin Wah Lam and	Apf1679 Hong Kong Repeat Tourists to Taiwan: Their Motivations		
	Catherine Cheung	Alex Yang-chan Hsu		

16 May 2016 (Monday)			
Co	ncurrent Session - Paper Presentatio	on I	
	11:30-13:00		
TH306	TH307	Function Room 4	
Glo1748 An Analysis of Marketing Strategy during Low Season of Boutique Hotels: A Case Study of Phuket, Thailand	Apf1668 Organizational Culture Impact on CSR Practise in Gaming Industry:A Case Study in Macau	Glo1728 Perception of Hotel Employees toward Outsourcing Dining Operations	
Phisunt Tinakhat	An Wei Yin, Jian Ming Luo, Wuawen Shen and Guo Qiong Huang	Bruce Chun Man Tsui, Pimtong Tavitiyaman and Ray Tak Yin Hui	
Apfu10 Tourist Satisfaction with Public Buses in Macao	Apf1683 Corporate Social Responsibility for tourism development	Glo1730 A moderating role of job autonomy in the impact of transformational leadership on hotel employees' attitude and behavioral intention	
Christina Yung Wai Ling	Niroj Karmacharya	Peter BeomCheol Kim, Seontaik Kim and Seongseop Kim	
Apfu13 The Effect of Macao's Destination Image on Tourist Experience, Satisfaction and Behavioural Intention	Apf1684 Women in Tourism and CTPs in Tanzania: Cultural tourism and poverty alleviation in the rural Southern Highlands.	Glo1766 The Influence of Emotional Intelligence and Entrepreneurial Behaviour of Frontline Hotel Employees in Complaint Handling Performance	
Jasmine Kuok Lai Man	Celia Isaac Mkwawa	Puji Rahayuningtyas	
	Apf1687 Ode to Joy: Sound that Alters Perceptions of Birdwatching as a Leisure Pursuit	Glo1662 Exploratory Causal Relationship Model for Hotel Outsourcing in Thailand	
	Shuo Yang and Philip C. Wang	Porpan Vachajitpan and Komonmanee Kettapan	



16 May 2016 (Monday)			
Sessions	Concurrent Session - Paper Presentation II		
Time	14:30	-16:00	
Venue	Function Room 7	TH303	
	Glo1684 The Use and Influence of Travel Reviews on Generation Y's Travel Decision-Making Process	Glo1666 A Content Analysis upon Corporate Social Responsibility: What and How the Top 30 China's Hotel- Management Companies Report it	
	Mady Keup and Julie Fournié	Xiaoqing Chan and Yongde Zhong	
	Glo1711 Effects of tourist perception and experience on transit ridership: A case study of Hawaii	Glo1718 Barriers of CSR Practice in Macau Gaming Industry	
	Torsha Bhattacharya	Guoqiong Huang, Jian Ming Luo, Fen Zhang and An Wei Yin	
	Glo1746 Effects of Aging on Older Adults' Dining Behaviors: An Exploratory Study in the U.S.	Glo1720 The Effects of Organizational Cultures on Positive Spill over from Work to Life in Hospitality industry	
	Chen-Wei Tao, Xiaoye Li and Junehee Kwon	Erin Hui Wen Shih, Ran Zhang and Norman Au	



16 May 2016 (Monday)			
Co	ncurrent Session - Paper Presentatio	n II	
	14:30-16:00		
TH304	TH306	TH307	
Glo1710 An Assessment of Satisfaction towards Public Relations Strategy on Target Market: Muslim Medical Tourists in Bangkok, Thailand	Glo1729 Sustainability of Tourism by Local People and Extraordinary Experience of Hosts: A case study of Nagasaki Saruku	Glo1655 Image of Thailand as a Travel Destination on Film-Induced Tourism	
Ngamnetr Eiamnakha	Myeong Ju Kim	Bongkosh Rittichainuwat and Suphaporn Rattanaphinanchai	
Apf1656 Medical Tourism in the Philippines: Status and Prospects Laila D. Malabanan	Glo1751 Learning tourism destinations for sustainable tourism development in local economies: The Case of Maribojoc, Bohol, Philippines Miguela M. Mena, Aurora Odette Mendoza, Ma. Fe Mendoza, Aleli Bawagan and Richard Philip Gonzalo	Glo1756 Chinese Adolescents' Overseas Educational Travel: Activities, Benefits, and Personal Values Xiaoxiao Fu, Zhuowei Huang and Qian Li	
Apf1661 The Evaluation Model for the Market Development of Wellness Tourism in Taiwan: Application of Analytic Hierarchy Process Method	Apf1669 Photo-elicitation using Q-method in Focus Groups: An Innovative Method in Recognising Sense of Place for a Marine Park in Borneo, Malaysia.	Glo1683 The Impact of Tourist Destination Performance on Retail Agglomeration and Store Performance: A Conceptual Review	
Po-Jhih Wang, Ching-hua Ho and Kuo-Yao Su	Paulin Poh Lin Wong and Balvinder Kaur Kler	Dwi Suhartanto, Ruhadi and Ni Nyoman Triyuni	



16 May 2016 (Monday)			
Sessions	Concurrent Session - Paper Presentation III		
Time	16:30-	-18:00	
Venue	Function Room 7	TH303	
	Glo1755 Conversion of Military Bases into Urban Tourism Centers: The Case of Villamor Air Base, Pasay City, Philippines	Glo1658 The impacts of attendee interactions at conferences: An identity approach	
	June Aira M. Cabanilla, Christine Mary S. Calzada, Marbie Dale U. Fontanilla, Darlene Hazel A. Serran, Quennie B. Unira and Camille Anne U. Uy	Wei Wei, Tracy Ying Lu, Li Miao, Liping A. Cai and Chen-ya Wang	
	Glo1758 Beauty Hong Kong and Her Beholders: An Inquiry into Destination Aesthetics	Glo1771 The sustainable development of corporate greening MICE industry (Meeting, Incentive, Convention and Exhibition) in Thailand	
	Philip Wang, Sabrina Wei-Jue Huang, Chunyan Zhou and Zibai Luo	Kaedsiri Jaroenwisan and Maneerat Sukkasem	
	Apf1672 Towards A Definition of Luxury Travel	Glo1736 Framework of Hub Network Design Model Development for Logistics MICE Travelers, Upper East-West Economic Corridor (Upper-EWEC)	
	Elaine Yulan Zhang and Tony S. M. Tse	Patipat Tunming and Donruetai Kovathanakul	
	Apf1688 Chinese Tourists "Behaving Badly" – the Origin and Presence of a Negative Discourse		
	Matias Thuen Jørgensen and Jianwei Qian Ma		

16 May 2016 (Monday)			
Cor	ncurrent Session - Paper Presentatio	n III	
	16:30-18:00		
TH304	TH306	TH307	
Glo1734 Using Trompenaars & Hampden-Turner's (1997) Cultural framework: Individualism Vs Collectivism to better determine inbound tourist behaviors: a Hong Kong study	Glo1652 Community Participation in Rural Tourism Development: The Experience of Wanayasa, Purwakarta	Glo1669 The Social, Economic and Cultural Impact of Chinese Millennial Tourists on Europe: France as a case study	
Jonathan, J., Lockwood Sutton	Annisa Pratiwi, Jajang Gunawijaya, Diaz Pranita, Sandra Aulia Z and Poeti Nazura G.A	Rose de Vrieze-McBean	
Glo1763 Travel constraints of outbound Chinese tourists to Japan	Glo1731 Tai-Dam Ethnic Groups Tourism Branding, Based on the Authenticity	Glo1705 Learning in family travel: Narratives from young adults	
Pearl Lin, Hanqin Qiu, Qiushi Gu and Kang-Lin Peng	Donruetai Kovathanakul	Wei Wu, Ksenia Kirillova and Xinran Lehto	
Apf 1678 Stability in Tourism: The Case of Hong Kong	Glo1761 Transformative Value of Agritourism in Rural Communities in Silang, Cavite	Glo1753 Understanding family interaction during vacation experience: What did we converse about?	
Vivian Hyemin Nam	Charm Cabigas-Sy	Xiaoxiao Fu and Xinran Y. Lehto	
	Apf1682 Pansiteria De Lipa: An analysis on the Significance and Integrity of Lomi as a Culinary Tourism Identity of Lipa City, Batangas – A Statement of Significance Approach	Glo1747 Why Don't You Cruise? Segmenting Chinese Tourists with Perceived Constraints	
	Jame Monren T Mercado and Eric B. Zerrudo	Sharon Suiwen Zou and James F. Petrick	



17 May 2016 (Tuesday)			
Sessions	Concurrent Session -	Paper Presentation IV	
Time	11:00-	-12:30	
Venue	Function Room 7	TH303	
	Glo1651 Skills Validation of Second Year Hospitality Management Students: Basis for Curriculum Adjustment for Food and Beverage Service Procedures Course	Glo1679 Human Resource Development Guidelines for Three-Star Rated Hotels in Chiang Rai Province, Thailand	
	Ma. Cristina Q. Trinidad and Maria Teresa C. Villar	Mukta Naiyawat, Phannipha Saokhum and Bhawornpoj Hiranyarasmeekul	
	Glo1706 Feeling Superior or Deprived? – An Exploratory Study on Hong Kong Residents' Attitudes and Underlying Mentality toward Mainland Chinese Tourists	Glo1696 Organizational Career Development Opportunities and Interns' Intent to Remain: Socialization-Specific Adjustment Dimensions as Mediators	
	Nan Chen and Cathy H.C. Hsu	Yuhuang Zheng, Shouheng Yang and Zibin Song	
	Glo1680 Service Learning: HSU EFL Students' Attitudes, Motives and Perceptions	Glo1701 Leadership competencies of restaurant managers in Pretoria, South Africa	
	Phạm Thụy Ý Nhi, Nguyễn Hoàng Bích Phương, Huỳnh Sở Ngọc, Nguyễn Hoàng Anh Tuấn and Nguyễn Thu Hương	M.P. Shai, IC Kleynhans and A Roeloffze	
	Glo1738 From Resident Attitude to Resident Sentiment Analysis: Exploring New Conceptual Directions	Apf1664 Finding the "Perfect" Training for Generation Y in Hospitality Industry: A Hong Kong Students' Perspective	
	Cathy H.C. Hsu, Robert Xiang Li and Nan Chen	Carrie Yin Ching Li and Anthony Pui Keung Kong	



17 May 2016 (Tuesday)				
Cor	Concurrent Session - Paper Presentation IV			
	11:00-12:30			
TH304	TH306	TH307		
Glo1739 Night and Day: Same Tourism Attraction, Different Product Perceptions	Glo1742 Maranao Food Consumption of Tourists: A Baseline Study in the Establishment of Halal Culinary Tour in Lanao del Norte, Philippines	Glo1694 Space-Time Accessibility of Tourists in Theme Park: A Case Study of Ocean Park of Hong Kong		
Sabrina Wei-Jue Huang, Philip Wang and Vincent Tung	Beatriz Fina A. Cañedo	Ying Zhao, Xiaoting Huang and Tana		
Glo1749 Does Smoking Really Counts? The Smoking Ordinance and Smoking Behavior of Tourists to the Gaming Business	Glo1767 Muslim Travelers' Needs: What Don't We Know?	Glo1735 Bringing Destination Management to Tourism Education Curriculum: An Examination of Students' Prior Knowledge of DMO		
Cindia Ching-Chi Lam, Billy Ut-Lon Im and Samson Io-Kei Leong	Hera Oktadiana, Philip L. Pearce and Kaye Chon	Luh Micke Anggraini, I Ketut Surata and Luh Yusni Wiarti		
Glo1770 Cultural Innovation and the Development of Special Interest Tourism: The Balinese Dance Context	Glo1656 Fast Food Culture When Away From Home – Chinese Tourists' Consumption of McDonald's in New Zealand	Glo1713 Towards sustainable tourism development: The residents' perspective in Cheung Chau Island, Hong Kong		
Yusri Abdillah	Chris Ryan and Haiyin Fu	Selina Wan and Angel So		



	17 May 2016 (Tuesday)			
Sessions	Concurrent Session - Paper Presentation V			
Time	14:00-15:30			
Venue	Function Room 7	TH303	TH304	
	"Wechat" - We Learn- We Visit. Changing Perceptions and Enhancing Visit and Study Abroad Intentions between the US and China	Glo1725 Undergraduate Students' Attitudes and Perceptions toward Hospitality Careers in China	Apf1659 The Relationships among Destination Image, Place Attachment and Satisfaction in Taiwan's Sun Moon Lake National Scenic Area: Chinese Tourists Perception	
	Angela M Durko	Wen Han, Xiaoye Li and Junehee Kwon	Mei-Hue Wang, Ming Hui Su and Homer C. Wu	
	Glo1668 Tourism and Hospitality Internships: a determinant of students' career intentions	Apf1675 The International Education Experience: a Tripartite Hospitality Master Program	Apf1674 Examining the Impact of Negative and Positive Attribute Satisfaction on Overall Destination Satisfaction and Behavioral Intentions	
	Anna Farmaki	Cristina Michelini	Jie Sun, Billy Bai, Rob Law and Davis Fong	
	Glo1678 Challenges and Difficulties in Doctoral Studies of Hospitality and Tourism Management: Interplay at Institutional, Supervisor, and Student Levels	Apf1663 Frequency of Use and Effectiveness of Teaching Methods in Tourism Education	Apf1677 Attitudes expressed by Hong Kong newspapers towards Mainland Chinese tourists: A use of machine learning in news analysis	
	Eva Shiyun Zhong and Zhaoping Liu	Minglong Li, Hailian Qiu and Cathy Hsu	Feier Chen, Jiaxin Mao and Cathy H.C. Hsu	
	Glo1716 Digital reflections from the field: Online forum and reflective diaries for collaborative sustainable transformative learning		Glo1760 Great endings form new beginnings: The effect of enhancing the end of the customer journey on travellers' satisfaction, loyalty and (e)WOM	
	Eunice Tan and Rob Law		Anna de Visser-Amundson, Alexandra Sprangers Bokelund and Dominique Hendriksen	

17 May 2016 (Tuesday)			
Co	ncurrent Session - Paper Presentatio	n V	
	14:00-15:30		
TH306	TH307	Function Room 4	
Glo1743 Identification of barriers to implement strategic decisions: Evidence from hotels in an emerging country	Glo1717 A Comprehensive Analysis of Cruise Tourists' Loyalty	Glo1726 A Place for Senior Living in Hospitality Management Research	
Mehmet Ali Koseoglu, Senem Yazici and Fevzi Okumus	James F. Petrick	Cynthia Mejia	
Glo1714 Package Tour Tipping: Critical Reflection on Tipping and Package Tour Literature	Glo1733 Engaged or Disengaged? A Latent Profile Analysis of Customer Engagement	Apf1665 A Study of Chinese College Students' International Volunteer Experience	
Shuofeng Wu, Winnie Wai Ling Chiu, Ophelia Pui Yan Wong and Norman Au	Kevin Kam Fung So and Ceridwyn King	Honglin Wu, Hongya Cao, Huiling Li, Yuwei Ma and Aijing Liu	
Glo1715 A phenomenology research on Chinese tourists' travel experience to pilgrimage places - The case study of Tibet	Glo1752 Assessment of Spatial Presence in Virtual Reality and its Effects on Intention to Visit Tourism Destinations	Glo1692 Alleviating deficiencies and strengthening the efficiency of Tourism Governance through a transitional proposal: The case of Cyprus.	
Vicky Zhaoyu Chen and Shirley Hui Liu	lis Patimah Tussyadiah, Dan Wang and Helen Chenge Jia	Alexis Saveriades	
Apf1666 Brand Borneo - How Do Tourists Know Sabah and Sarawak?	Glo1677 Analysis of Employees' Perception of Service Quality - A critical incident approach	Glo1732 The Exploration of IT-Based Service Innovations in Hotels - A Perspective in Customer Value Creation	
Siao Fui Wong, Balvinder Kaur Kler and Stephen Liason Jr. Sondoh	Eliza Tse, Hanqin Qiu and Eve Ren	Soey Lei and Dan Wang	



18 May 2016 (Wednesday)			
Sessions	Concurrent Session - Paper Presentation VI		
Time	11:00	-12:30	
Venue	Function Room 7	TH303	
	Glo1667 Perceived Usefulness & Attitudes of Mobile Phones for Hospitality Customers	Glo1672 A Nonlinear Approach to the Congruence of Restaurant Business Environmental Uncertainty and Information Sharing with Suppliers	
	Brenda Mak, Robert Nickerson and Janet Sim	Mee Hee Cho, Mark A. Bonn and Sora Kang	
	Glo1690 The establishment and empirical analysis of the evaluation index system of accessibility of tourism mobile e-commerce apps	Glo1698 The impact of online customer review on hotel's operating index on OTA - A case study of one 4-star hotel in Hangzhou	
	Yu Wang	Lei Yang and Guoliang Zhu	
	Glo1707 Tracking Tourists' Travel with GPS and App Technology: Methodological Considerations	Glo1699 Analysis of user-generated content: the case of Russian guests at Hong Kong hotels	
	Anne Hardy, Tommy Wong and Sarah Hsylop	Denis Tolkach and Tony S.M. Tse	
		Apf1655 Flood Preparedness and Response Plan of Inns/Hotels in Iligan City: Checklist and Guidelines	
		Gilceline L. Dingding	



18 May 2016 (Wednesday)				
Cor	Concurrent Session - Paper Presentation VI			
	11:00-12:30			
TH304	TH306	TH307		
Glo1721 Airbnb or "networked hospitality businesses": between innovation and commercialization. A research agenda	Glo1682 The Natural Tourism Attraction Potential Evaluation, Chiang Rai Province, Thailand	Glo1670 Mechanisms for the Art of Food: Tourism with Thainess and a Multi-Stakeholder Participation Approach		
Jeroen A. Oskam	Khwanruethai Krongyut, Duangsiri Poomvichuvech and Narumon Suman	Thanakarn Vongvisitsin, Jutamas Wisansing, Udom Hongchatikul and Punnee Pimapunsri		
Glo1676 The Role of Engagement and Copresence Among Chinese Travelers Using Social Media Cynthia Mejia, Wei Wei and	Glo1687 What does tropical city feel look like from a tourist perspective? Allison Anderson and	Glo1671 Community Benefitting Through Tourism: DASTA-Thailand Model Jutamas Wisansing, Thanakarn Vongvisitsin, Udom Hongchatikul and		
Youcheng Wang	Bruce Prideaux	Nalikatibhag Sangsnit		
Glo1681 Word-of-Mouth Behaviors on Facebook: Does Message Type Have an Effect?	Glo1693 Recreation Opportunity Spectrum in Nature-Based Resources, Chiang Rai Province Narumon Suman,	Glo1773 The Perception of Destination Safety in Thailand: An Evaluation of Tourism Stakeholders' Strategies and Methods in Risk Reduction on Tourists' Decision Making		
Linchi Kwok and Yung-Kuei Huang	Khwanruethai Krongyut and Duangsiri Poomvichuvech	Aoranich Saleewong		
Apf1671 A Comparative Study of Government Mobile Application for Incorporating Food Tourism	Glo1768 Quantifying and assessing recreational impacts on sandy beach ecosystem, China: A case study of Liandao beach	Glo1724 Reproduction of Destination Images and Sustainable Contents Tourism: The Case of Tourism in Hokkaido		
Jeong Hyun Kim and Ja Young Choe	Xiaowei Wu, Julan Li and Xinqing Zou	Kyungjae Jang, Takayoshi Yamamura and Philip Seaton		



	18 May 2016 (Wednesday)		
Sessions	Concurrent Session - Paper Presentation VII		
Time	14:00-15:30		
Venue	Function Room 7	TH303	TH304
	Apf1653 Determinants and Outcome of Career Resilience: Perspectives of Hotel Employees in China	Apfu03 Barriers and Facilitators to Event Greening Practices within the Corporate Sphere	Apfu07 Sitio Masla, Barangay Sablang, General Nakar, Quezon, Philippines as Tourism Destination as Perceived by the Dumagats
	Haiyan Kong and Tingting Yuan	Katherine Devenish and Miguel Moital	Antonio Adriano
	Glo1674 Customer Experience by Design Bert Smit	Apfu15 Travel Motivations of Domestic Film Tourists: A Netnographic Study of Chinese Tourists to the Hengdian World Studios Angel Yutong Meng and Vincent Tung	Apfu11 Travel Diaries: A Narrative Analysis Of Leisure Travel Experiences Of Filipino Youth Beatriz Mondonedo, Charity Varona, Deavelle Sauva and Monica Padilla
		Apfu14 Determinants of China's Household Tourism Expenditure: Evidence from the China Family Panel Studies Jinsong Wu and Vera Shanshan Lin	Apfu09 Gen Y Attitudes Towards Michelin Rated Restaurants Miki Lei I Teng and Candy Mei Fung Tang
		vera Shahshan Em	Apfu16 Airbnb vs. Hotels: Explorations from Traveler's Perceptions, Psychographics and Factors of Considerations Ka Yin Poon and Sabrina Huang